

A Method, System, and Storage Medium for Providing Web-Based Quality Assessment, Tracking, and Reporting Services for Call Monitoring
James L. Hajj et al
Attorney Docket No030413 (BLL-0128)

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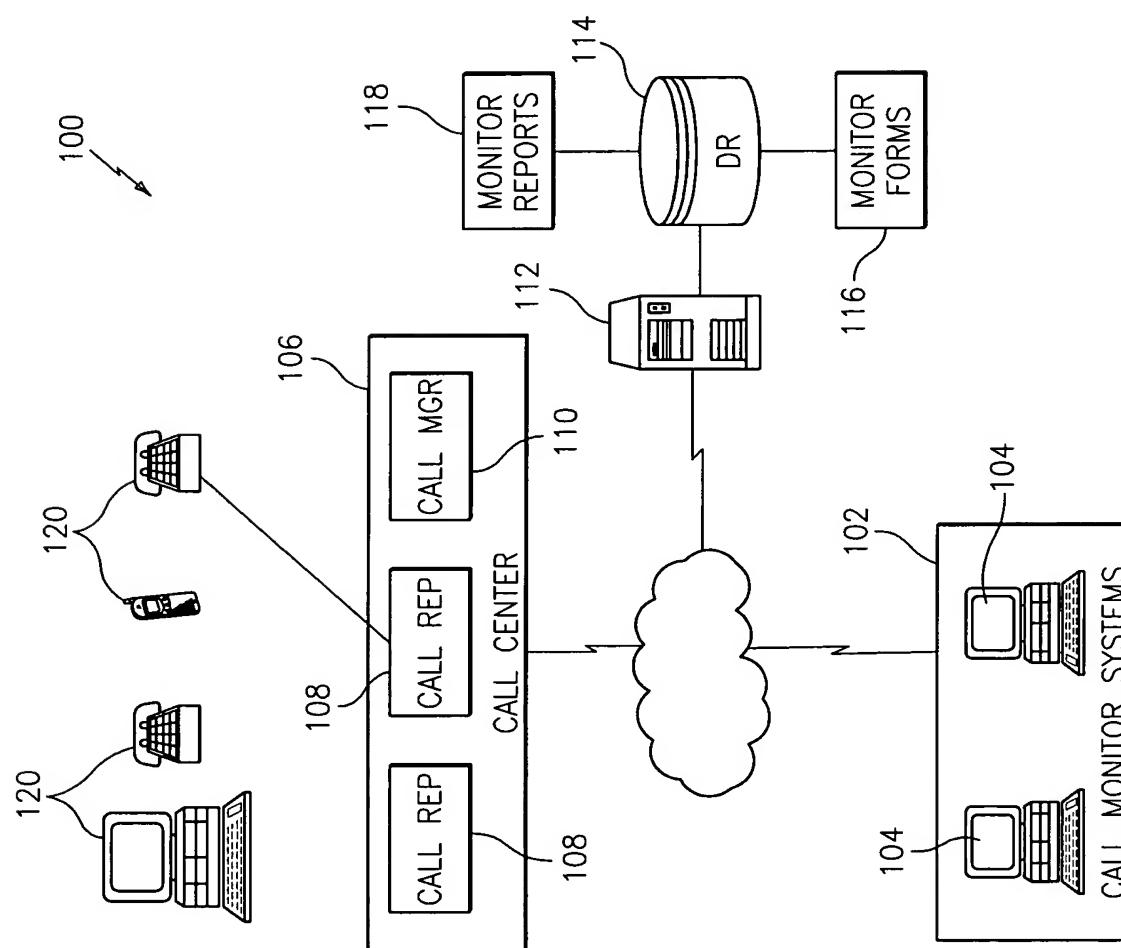


FIG. 1

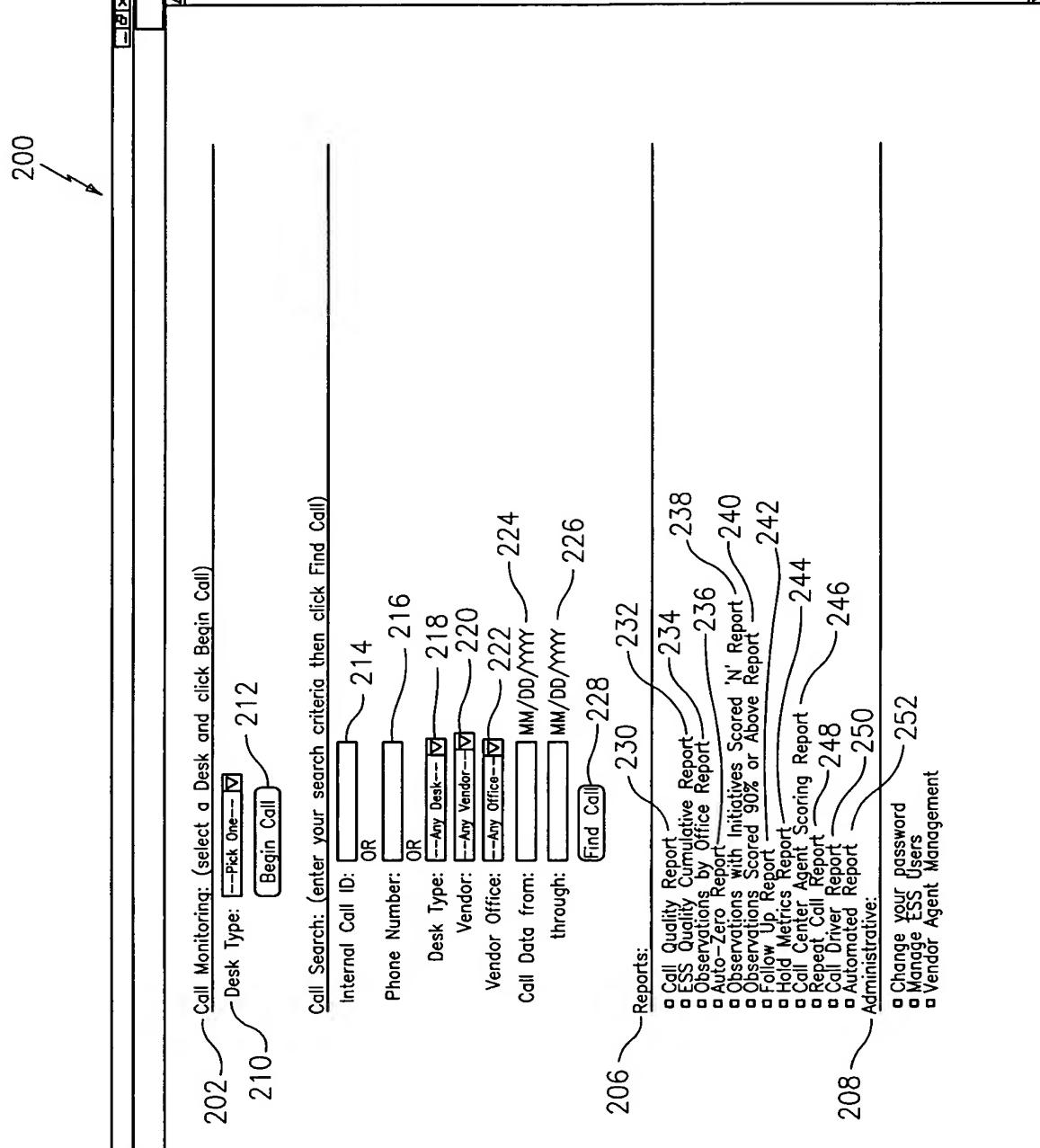
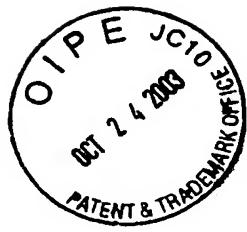


FIG. 2



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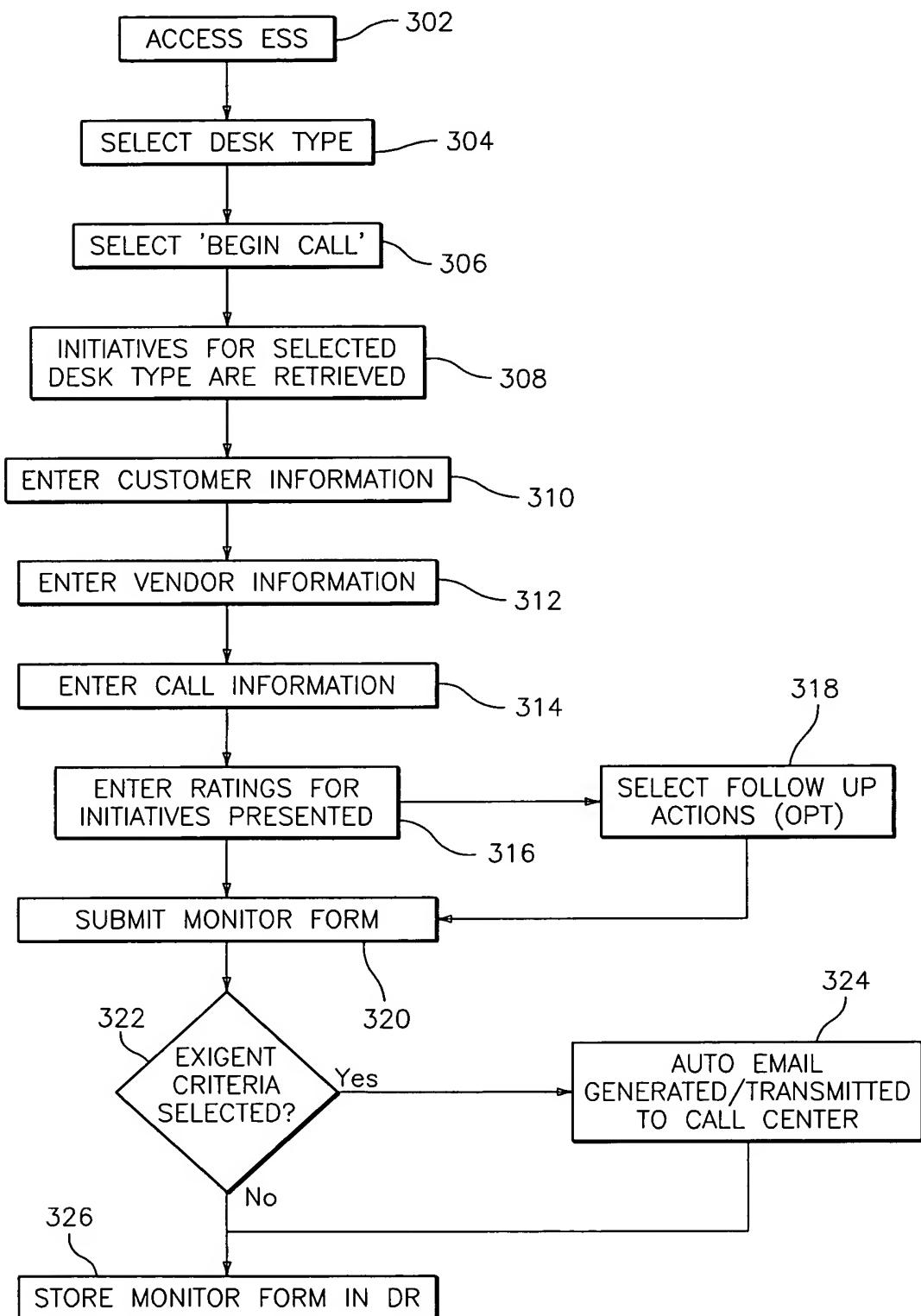
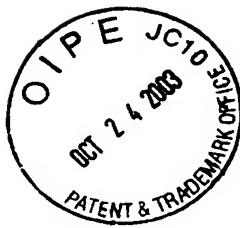


FIG. 3



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Help Desk Observation Form	
<input type="checkbox"/> log <input type="checkbox"/> main <input type="checkbox"/> on-line <input type="checkbox"/> off <input type="checkbox"/> menu <input type="checkbox"/> help	
<input type="checkbox"/> END CALL <input type="checkbox"/> 4045561212 Call Start Time: 16:55:11 Hold Start Time: 00:00:00 Call Duration: 00:00:07 Hold Duration: 00:00:00	<input type="checkbox"/> Hold History Start Duration No Holds Recorded
408 <input type="checkbox"/> N Lauderdale Help Desk Agent: Anthony Curting Agent Lead/Supervisor: Ed Chrispen	Customer Type: <input type="checkbox"/> DSL Residential <input type="checkbox"/> End User Installation Type: <input type="checkbox"/> Self Install
Vendor: <input type="checkbox"/> 410	Other Agent: <input type="checkbox"/> 412
418	420 <input type="checkbox"/> 422
Internal Call ID: 4400937 Call Category: <input type="checkbox"/> E-mail	Monitoring Method: <input type="checkbox"/> Live <input type="checkbox"/> Repair/Maintenance Call Sub-Category: <input type="checkbox"/> 424 [Cannot Send/Receive Email]
	Call Cause: <input type="checkbox"/> Customer Call Resolution: <input type="checkbox"/> Configured Email Software <input type="checkbox"/> 428 <input type="checkbox"/> Resolved Email Account Issue
430 <input type="checkbox"/> 432	<input type="checkbox"/> 436 <input type="checkbox"/> Repeat Call <input type="checkbox"/> Calibration Call
Previous Call Category: <input type="checkbox"/> E-mail	Previous Call Sub-Category: <input type="checkbox"/> Cannot Send/Receive Email
Repeat Type: <input type="checkbox"/> Same	Previous Call Resolution: <input type="checkbox"/> Answered Email Question <input type="checkbox"/> Same Issue Repeat Count: <input type="checkbox"/> 1

FIG. 4A



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Help Desk Observation Form

456	<input type="button" value="END CALL"/> 16:55:11 Call Duration: 00:02:15	PHOLD	Hold Start Time: 00:00:00 Hold Duration: 00:00:00	Hold History Start Duration No Holds Recorded	458																																																																																																																																																																																																																								
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3">Strategy/Initiative</th> <th colspan="3">Category/Comments/Non-Compliance Reasons</th> </tr> <tr> <th></th> <th>N/A</th> <th>Yes</th> <th>No</th> <th>Comment:</th> <th></th> </tr> </thead> <tbody> <tr> <td>Take Ownership</td> <td></td> <td></td> <td></td> <td>Comment: 454</td> <td>455</td> </tr> <tr> <td>Professional Greeting</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Communicates Appropriately</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Listen Effectively</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Display Empathy/Manner</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>No Gross Excessive Hold Time</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Followed Correct Hold Procedures</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Professional Closing</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>No Gross Abuse</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Save Service</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="3">Do It Right</td> <td>N/A</td> <td>Yes</td> <td>No</td> </tr> <tr> <td>Ask & Recap TN</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Ask Name/Addr/Rlshp to Acct Holder</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Correct Troubleshooting</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Notations Made</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Notations Correct</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Quoted Dispatch Fee Disclosure</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Issue Resolved</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Dispatched Appropriately</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>RMA Quoted</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Dispatch Code</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Confirms Surf/Email</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Knowledgeable</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="3">Meet Our Commitment</td> <td>N/A</td> <td>Yes</td> <td>No</td> </tr> <tr> <td>Commitment Promised</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Commitment Met</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="3">Make It Seamless</td> <td>N/A</td> <td>Yes</td> <td>No</td> </tr> <tr> <td>Referral to External Resources</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Escalated Properly</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Transferred Appropriately</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="6" style="padding: 10px;"> Follow Up Actions </td> </tr> <tr> <td colspan="2" style="padding: 5px;"> <input type="checkbox"/> Follow Up Required Follow Up Date: <input type="text"/> </td> <td colspan="2" style="padding: 5px;"> Follow Up Reason(s): Notations Issue resolved Commitment met Repeat 3 days </td> <td colspan="2" style="padding: 5px;"> Follow Up Description: Comment: 468 </td> </tr> <tr> <td colspan="6" style="text-align: center; padding: 10px;"> 464 466 470 468 </td> </tr> <tr> <td colspan="6" style="text-align: center; padding: 5px;"> <input type="button" value="Submit"/> <input type="button" value="Reset"/> </td> </tr> </tbody> </table>						Strategy/Initiative			Category/Comments/Non-Compliance Reasons				N/A	Yes	No	Comment:		Take Ownership				Comment: 454	455	Professional Greeting	<input type="radio"/>	<input type="radio"/>				Communicates Appropriately	<input type="radio"/>	<input type="radio"/>				Listen Effectively	<input type="radio"/>	<input type="radio"/>				Display Empathy/Manner	<input type="radio"/>	<input type="radio"/>				No Gross Excessive Hold Time	<input type="radio"/>	<input type="radio"/>				Followed Correct Hold Procedures	<input type="radio"/>	<input type="radio"/>				Professional Closing	<input type="radio"/>	<input type="radio"/>				No Gross Abuse	<input type="radio"/>	<input type="radio"/>				Save Service	<input type="radio"/>	<input type="radio"/>				Do It Right			N/A	Yes	No	Ask & Recap TN	<input type="radio"/>	<input type="radio"/>				Ask Name/Addr/Rlshp to Acct Holder	<input type="radio"/>	<input type="radio"/>				Correct Troubleshooting	<input type="radio"/>	<input type="radio"/>				Notations Made	<input type="radio"/>	<input type="radio"/>				Notations Correct	<input type="radio"/>	<input type="radio"/>				Quoted Dispatch Fee Disclosure	<input type="radio"/>	<input type="radio"/>				Issue Resolved	<input type="radio"/>	<input type="radio"/>				Dispatched Appropriately	<input type="radio"/>	<input type="radio"/>				RMA Quoted	<input type="radio"/>	<input type="radio"/>				Dispatch Code	<input type="radio"/>	<input type="radio"/>				Confirms Surf/Email	<input type="radio"/>	<input type="radio"/>				Knowledgeable	<input type="radio"/>	<input type="radio"/>				Meet Our Commitment			N/A	Yes	No	Commitment Promised	<input type="radio"/>	<input type="radio"/>				Commitment Met	<input type="radio"/>	<input type="radio"/>				Make It Seamless			N/A	Yes	No	Referral to External Resources	<input type="radio"/>	<input type="radio"/>				Escalated Properly	<input type="radio"/>	<input type="radio"/>				Transferred Appropriately	<input type="radio"/>	<input type="radio"/>				Follow Up Actions						<input type="checkbox"/> Follow Up Required Follow Up Date: <input type="text"/>		Follow Up Reason(s): Notations Issue resolved Commitment met Repeat 3 days		Follow Up Description: Comment: 468		464 466 470 468						<input type="button" value="Submit"/> <input type="button" value="Reset"/>					
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FIG. 4B